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FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, D.C. 20554

5 MAR 1993

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mmDocket 92-266

IN REPLY REFER TO:

8310-MEA
CN9300687

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Honorable Ben Nighthorse Campbell
United States Senate
380 Russell Senate Office Building
Washington, DC 20510

Dear Senator Campbell:

Thank you for your letter on behalf of John H. Luby of Ordway, Colorado. Your constituent complains about cable rate increases, poor technical quality, and slow customer service.

The Commission has a clear understanding that Congress adopted the Cable Act of 1992 to constrain unreasonable cable rates. The Commission is in the process of formulating rules implementing the rate provisions of the law and is seeking public comment on those provisions that address rate rollbacks, refunds, and evasions of statutory requirements. The Commission will attempt to implement these provisions faithfully, and will consider the conduct of the cable industry during the interim period in deciding what kind of regulation is needed. Your constituent's letter will be placed in the record of this proceeding so that the Commission can be mindful of his concerns during its deliberations.

I have also enclosed for your constituent's information a publication describing pending Commission proceedings under the 1992 Cable Act concerning customer service. Although these provisions are not yet in effect, the Commission is in the process of adopting new regulations for cable television, as mandated by Congress.

Your constituent may also be interested in our rules concerning technical quality, which are enforced by the franchising authority. I trust that the foregoing and the enclosures are informative.

Sincerely,

Roy J. Stewart

Roy J. Stewart
Chief, Mass Media Bureau

Enclosures

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BEN NIGHTHORSE CAMPBELL
COLORADO

United States Senate
WASHINGTON, DC 20510-0605

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February 11, 1993

Mr. Stephen Klitzman
Associate Director
Federal Communications Commission
1919 M Street, NW, Room 808
Washington, DC 20554

Dear Mr. Klitzman,

I am writing to you regarding the regulations still being drawn up by the FCC to enforce the public law, the Cable Television Consumer Protection Act.

I have enclosed a letter from a constituent, Mr. John H. Luby, who has voiced his concerns about the service and costs of the cable being offered in his area. I would appreciate it if you would keep his views in mind as you decide on the final language of the regulations due to be released in April.

Thank you for your consideration.

Sincerely,


Ben Nighthorse Campbell
U.S. Senator

BNC/sdv

January 5, 1993

The Honorable Ben Campbell
United States Senate
Washington, DC 20510

Dear Senator Campbell

Enclosed is a copy of a letter complaining of bad TV for more money every year.

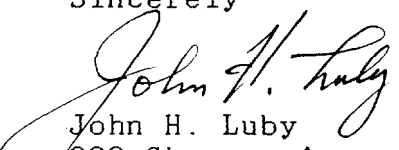
I did not state that today my monthly cost is \$34 (Basic \$23.10 plus Showtime \$9.95 plus the guide \$.95 that was free when I started) and seven years ago it was \$10.00 for just Basic.

Of course, I can watch TV and get four local channels for free with a very good picture; but, no CNN or C-Span which even Iraq can see.

The service man has moved from in town to 60 miles away and they may move him even further away.

I could call about the service every day, but that gets old.

Sincerely



John H. Luby
830 Sherman Av., Apt 6
Ordway, CO 81063

January 5, 1993

Vantage Cable Associates, L.P.
1025 Ashworth, Suite 200
Wes Des Moines, IA 50265-3542

Attn. John J. Kilian
Vice President

RE: Acct. No. 8355 50 024 0000359
Price Increase and Bad TV

In 1986 I purchased cable TV from Metro Cable for \$10 per month for Basic with 12 channels including the four local channels. In 1988 they sold to E C Cable and the basic price went up to \$16.95. Then in 1989 Vantage Cable was the owners and the Basic has gone up 37% to \$23.10 in four years. From the \$10 to \$23.10 that is 131% in seven years. The rate of inflation is under 3% and even at 4% per year that would only amount to 28%.

Yes you have added channels--15 Bravo, 23 Discovery, 24 MTV, 14 paid selling NONE of which I in the least care for or want. No. 18 TNT was the only one added that is of value and it has always had a poor quality picture.

Another in the Basic package that I could live without is: 10 Family which is usually very red in color.

By going UHF on 21 I can see a very snowy Fox and did at one time get the Denver Nuggets.

My fixed income will not let me watch cable much longer if you keep jacking up the price at 5% a year. I know it cost you a great deal of money, too; however, you always tell me that the service will be better and the quality will be better--they are NOT. Today I called for one hour to get your service 800 number. The first thing the operator says (nearly every time) is can you hold? Either she is very busy taking complaints or just says that to make you wait--neither of which is a good business practice. On weekends if you call, you still won't get service then.

I pay extra for Showtime. The picture is often the worst and most of the shows are on forever with few new. Quality is less every year. CNN is great, but even this morning when history is in the making I could not read the words of see the people or hear what was said.

Sincerely

John H. Luby
830 Sherman Ave, Apt 6
Ordway, CO 81063

copies to Senators and Congressman